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ABSTRACT

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for dental assistants. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. Titles of the 13 units are as follows: infection control and hazards management; general health; emergency procedures; preventive dental assisting procedures; chairside assistance; dental specialties; dental laboratory procedures; dental office procedures; radiographic procedures; communications; mathematics; professionalism; and employability skills. (KC)

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OCAP

OHIO'S COMPETENCY ANALYSIS PROFILE

DENTAL ASSISTANT

Employer Verification Panel

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CE 061 148

Ohio's Future at Work

Division of Vocational and Career Education
Ohio Department of Education

Vocational Instructional Materials Laboratory
Center on Education and Training for Employment
THE OHIO STATE UNIVERSITY

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What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic*, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

***Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.**

The **Employability Skills** portion of this list was verified by the following employer panel:

Gary J. Corrigan, *Dana Corporation*, Ottawa Lake, Michigan
David Crooks, *Bowling Green State University Union Food Service*, Bowling Green, Ohio
Pat Doerman, *Farrow's Harley-Davidson*, Columbus, Ohio
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OHIO COMPETENCY ANALYSIS PROFILE

DENTAL ASSISTANT

UNIT 1: Infection Control and Hazards Management

COMPETENCY 1.0.1: Comply with state and federal regulations

COMPETENCY BUILDERS:

1.0.1.1 Comply with Occupational Safety and Health Administration (OSHA)
1.0.1.2 Comply with Environmental Protection Agency (EPA) regulations
1.0.1.3 Comply with Ohio Dental Practice Act (ODPA)

COMPETENCY 1.0.2: Maintain personal safety and hygiene

COMPETENCY BUILDERS:

1.0.2.1 Use eye protection
1.0.2.2 Wear gloves
1.0.2.3 Wear mask
1.0.2.4 Wear uniform and/or professional attire
1.0.2.5 Practice safe, sanitary, and sterilizing procedures
1.0.2.6 Practice proper hygiene

COMPETENCY 1.0.3: Dispose of waste materials in compliance with OSHA regulations

COMPETENCY BUILDERS:

1.0.3.1 Practice safe, sanitary, and sterile procedures
1.0.3.2 Dispose of paper and plastic supplies and gloves
1.0.3.3 Dispose of sharps
1.0.3.4 Dispose of infectious waste
1.0.3.5 Dispose of hazardous waste

COMPETENCY 1.0.4: Maintain infection control of work area

COMPETENCY BUILDERS:

1.0.4.1 Contain used linens
1.0.4.2 Clean and disinfect sink
1.0.4.3 Clean and disinfect counter surfaces
1.0.4.4 Check floors

* Advancing
** Futuring

COMPETENCY 1.0.5: Clean, disinfect, and sterilize dental equipment and instruments

COMPETENCY BUILDERS:

1.0.5.1 Read and follow manufacturer's instructions
1.0.5.2 Disinfect dental chair
1.0.5.3 Clear waterlines
1.0.5.4 Disinfect unit
1.0.5.5 Maintain infection control in cabinets and drawers
1.0.5.6 Pre-scrub instruments
1.0.5.7 Sterilize instruments
1.0.5.8 Operate sterilizing equipment
1.0.5.9 Store sterilized dental equipment and supplies

UNIT 2: General Health

COMPETENCY 2.0.1: Take health history

COMPETENCY BUILDERS:

2.0.1.1 Interview patient for medical and dental histories
2.0.1.2 Record medical and dental histories
2.0.1.3 Inform doctor of patient's medical and dental histories

COMPETENCY 2.0.2: Measure and chart blood pressure

COMPETENCY BUILDERS:

2.0.2.1 Assemble equipment
2.0.2.2 Interact with patient
2.0.2.3 Position patient
2.0.2.4 Locate patient's pulse
2.0.2.5 Use sphygmomanometer and stethoscope
2.0.2.6 Determine systolic and diastolic pressure
2.0.2.7 Record systolic and diastolic pressure

COMPETENCY 2.0.3: Measure and chart pulse

COMPETENCY BUILDERS:

2.0.3.1 Interact with patient
2.0.3.2 Position patient
2.0.3.3 Identify pulse points
2.0.3.4 Place fingers on pulse point
2.0.3.5 Count sequentially and monitor time
2.0.3.6 Record pulse

* Advancing
** Futuring

COMPETENCY 2.0.4: Measure and chart respiration rate

COMPETENCY BUILDERS:

2.0.4.1 Assemble armamentarium
2.0.4.2 Interact with patient
2.0.4.3 Position patient
2.0.4.4 Count sequentially and monitor time
2.0.4.5 Record respiration

COMPETENCY 2.0.5: Measure and chart oral temperature

COMPETENCY BUILDERS:

2.0.5.1 Interact with patient
2.0.5.2 Shake thermometer
2.0.5.3 Position thermometer
2.0.5.4 Monitor time and remove thermometer
2.0.5.5 Read thermometer
2.0.5.6 Record temperature
2.0.5.7 Disinfect thermometer

UNIT 3: Emergency Procedures

COMPETENCY 3.0.1: Identify emergency procedures

COMPETENCY BUILDERS:

3.0.1.1 Identify procedures for office emergencies
3.0.1.2 Contact local emergency assistance
3.0.1.3 Demonstrate first responder procedures
3.0.1.4 Acquire first aid certification

COMPETENCY 3.0.2: Assist with removal of foreign objects from throat

COMPETENCY BUILDERS:

3.0.2.1 Reassure patient
3.0.2.2 Remove visible objects from throat with suction tip
3.0.2.3 Assist doctor with procedures
3.0.2.4 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 3.0.3: Provide first aid for shock

COMPETENCY BUILDERS:

3.0.3.1 Summon dentist
3.0.3.2 Reassure patient
3.0.3.3 Position patient and establish airway
3.0.3.4 Check vital signs
3.0.3.5 Keep patient warm
3.0.3.6 Assist doctor with procedures
3.0.3.7 Record treatment on patient's chart

COMPETENCY 3.0.4: Acquire cardiopulmonary resuscitation (CPR) certification

COMPETENCY BUILDERS:

3.0.4.1 Summon dentist
3.0.4.2 Position patient
3.0.4.3 Reassure patient
3.0.4.4 Clear airway
3.0.4.5 Assist with CPR
3.0.4.6 Record treatment on patient's chart

COMPETENCY 3.0.5: Assist with oral hemorrhage

COMPETENCY BUILDERS:

3.0.5.1 Assemble armamentarium and sterile dressing
3.0.5.2 Reassure patient
3.0.5.3 Prepare sterile dressing
3.0.5.4 Apply sterile dressing with pressure
3.0.5.5 Assist with suturing
3.0.5.6 Record treatment on patient's chart

COMPETENCY 3.0.6: Assist with syncopal patient

COMPETENCY BUILDERS:

3.0.6.1 Position patient
3.0.6.2 Interact with patient
3.0.6.3 Apply cold compress
3.0.6.4 Administer ammonia vial
3.0.6.5 Assist with administering oxygen
3.0.6.6 Keep patient comfortable
3.0.6.7 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 3.0.7: Assist with administering oxygen

COMPETENCY BUILDERS:

3.0.7.1 Obtain and assemble oxygen equipment
3.0.7.2 Interact with patient
3.0.7.3 Follow dentist's directives
3.0.7.4 Record treatment on the patient's record

UNIT 4: Preventive Dental Assisting Procedures

COMPETENCY 4.0.1: Assist with prophylaxis

COMPETENCY BUILDERS:

4.0.1.1 Prepare prophylaxis and examination tray setup
4.0.1.2 Prepare saliva ejector or high vacuum evacuator (HVE)
4.0.1.3 Prepare patient
4.0.1.4 Interact with patient
4.0.1.5 Remove debris with saliva ejector or HVE
4.0.1.6 Assist with scaling
4.0.1.7 Pass and receive instruments
4.0.1.8 Air-dry oral cavity
4.0.1.9 Assist with polishing
4.0.1.10 Pass and receive dental floss
4.0.1.11 Use correct techniques to aspirate and retract
4.0.1.12 Rinse patient's mouth
4.0.1.13 Instruct patient in home-care procedures
4.0.1.14 Record treatment on patient's chart

COMPETENCY 4.0.2: Administer topical fluoride

COMPETENCY BUILDERS:

4.0.2.1 Set up for fluoride treatment
4.0.2.2 Interact with patient
4.0.2.3 Air-dry oral cavity
4.0.2.4 Measure liquids and gels
4.0.2.5 Apply fluoride*
4.0.2.6 Time treatment
4.0.2.7 Instruct patient in post-fluoride treatment
4.0.2.8 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 4.0.3: Instruct patient about oral hygiene and nutrition

COMPETENCY BUILDERS:

4.0.3.1 Follow manufacturer's instructions on dental products
4.0.3.2 Prepare tooth brushing and flossing setup
4.0.3.3 Interact with patient
4.0.3.4 Demonstrate use of disclosing agents
4.0.3.5 Demonstrate brushing
4.0.3.6 Demonstrate flossing
4.0.3.7 Demonstrate oral hygiene aids
4.0.3.8 Take plaque index*
4.0.3.9 Examine plaque under microscope*
4.0.3.10 Take a Snyder Test*
4.0.3.11 Incubate Snyder Test*
4.0.3.12 Instruct patient on care of fixed and removal appliances
4.0.3.13 Instruct patient in recording diet
4.0.3.14 Analyze dietary report*
4.0.3.15 Instruct patient in proper nutrition
4.0.3.16 Record treatment on patient's chart

COMPETENCY 4.0.4: Assist with pit and fissure sealants

COMPETENCY BUILDERS:

4.0.4.1 Interpret and follow manufacturer's instructions for sealants
4.0.4.2 Prepare setup for pit and fissure sealant
4.0.4.3 Interact with patient
4.0.4.4 Assist with sealant preparation
4.0.4.5 Assist with placement of sealant
4.0.4.6 Record treatment on patient's chart

UNIT 5: Chairside Assistance

COMPETENCY 5.0.1: Prepare patient

COMPETENCY BUILDERS:

5.0.1.1 Secure patient's chart
5.0.1.2 Prepare operatory
5.0.1.3 Greet patient
5.0.1.4 Review patient's health history
5.0.1.5 Position patient for examination or treatment
5.0.1.6 Drape patient
5.0.1.7 Adjust chair and lights
5.0.1.8 Position operator and assistant stools

* Advancing
** Futuring

COMPETENCY 5.0.2: Maintain dental operatory

COMPETENCY BUILDERS:

5.0.2.1 Read and follow manufacturer's instructions
5.0.2.2 Prepare disinfectant solutions
5.0.2.3 Open operatory
5.0.2.4 Clean, disinfect, and sterilize operatory and equipment
5.0.2.5 Dispose of used materials in compliance with OSHA and EPA
5.0.2.6 Close operatory

COMPETENCY 5.0.3: Provide evacuation and retraction in compliance with OSHA, EPA and ODPA

COMPETENCY BUILDERS:

5.0.3.1 Practice infection control procedures
5.0.3.2 Interact with patient
5.0.3.3 Operate and control high-volume evacuator
5.0.3.4 Operate and control low-volume evacuator
5.0.3.5 Retract tissue
5.0.3.6 Operate air-water syringe
5.0.3.7 Perform equipment maintenance and disinfection

COMPETENCY 5.0.4: Transfer instruments/four-handed dentistry

COMPETENCY BUILDERS:

5.0.4.1 Follow dentist's directions
5.0.4.2 Anticipate procedural steps
5.0.4.3 Use transfer zone
5.0.4.4 Deliver instruments
5.0.4.5 Receive instruments
5.0.4.6 Maintain sequentially organized tray

COMPETENCY 5.0.5: Assist with preliminary examination

COMPETENCY BUILDERS:

5.0.5.1 Practice infection control procedures
5.0.5.2 Prepare basic tray setup
5.0.5.3 Measure and record vital signs
5.0.5.4 Record and update patient health history
5.0.5.5 Interact with patient
5.0.5.6 Prepare setup for preliminary impression
5.0.5.7 Take preliminary impression*
5.0.5.8 Record oral condition on patient's chart
5.0.5.9 Chart patient's teeth
5.0.5.10 Assist with oral cancer screening

* Advancing
** Futuring

COMPETENCY 5.0.6: Assist with administering anesthetic

COMPETENCY BUILDERS:

5.0.6.1 Practice infection control procedures
5.0.6.2 Read and follow manufacturer's instructions
5.0.6.3 Prepare anesthetic tray setup
5.0.6.4 Interact with patient
5.0.6.5 Apply topical anesthetic*
5.0.6.6 Assist with administration of local anesthetic
5.0.6.7 Monitor patient's respiration rate and behavior
5.0.6.8 Rinse patient's mouth
5.0.6.9 Record treatment on patient's chart

COMPETENCY 5.0.7: Assist with application of rubber dam

COMPETENCY BUILDERS:

5.0.7.1 Practice infection control procedures
5.0.7.2 Prepare tray for rubber dam application and removal
5.0.7.3 Explain procedure to patient
5.0.7.4 Assist with installation of rubber dam according to ODPA
5.0.7.5 Remove rubber dam

COMPETENCY 5.0.8: Assist with anterior restoration and aesthetic dental procedures

COMPETENCY BUILDERS:

5.0.8.1 Interact with patient
5.0.8.2 Practice infection control procedures
5.0.8.3 Read and follow manufacturer's instructions
5.0.8.4 Prepare setup for rubber dam application and removal
5.0.8.5 Assist during cavity/tooth preparation
5.0.8.6 Assist with shade and materials selection
5.0.8.7 Prepare setup for cavity liners
5.0.8.8 Prepare setup and assist with acid etch and bonding procedures
5.0.8.9 Assist with placement of materials
5.0.8.10 Assist with finishing and polishing of restoration
5.0.8.11 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 5.0.9: Assist with in-office bleaching procedures

COMPETENCY BUILDERS:

5.0.9.1 Interact with patient
5.0.9.2 Record present shade of teeth
5.0.9.3 Practice infection control procedures
5.0.9.4 Assist with product selection
5.0.9.5 Follow manufacturer's directions
5.0.9.6 Prepare setup for rubber dam application and removal
5.0.9.7 Assist with solution application
5.0.9.8 Monitor bleaching process
5.0.9.9 Prepare setup and assist with topical fluoride treatment
5.0.9.10 Instruct patient in postoperative care
5.0.9.11 Record treatment on patient's chart

COMPETENCY 5.0.10: Assist with home-bleaching procedure

COMPETENCY BUILDERS:

5.0.10.1 Interact with patient
5.0.10.2 Record present shade of teeth
5.0.10.3 Practice infection control
5.0.10.4 Assist with product selection
5.0.10.5 Follow manufacturer's directions
5.0.10.6 Prepare setup and assist with impression
5.0.10.7 Pour and trim model
5.0.10.8 Fabricate and trim tray
5.0.10.9 Instruct patient in home use according to doctor's orders
5.0.10.10 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 5.0.11: Assist with posterior restoration

COMPETENCY BUILDERS:

5.0.11.1 Interact with patient
5.0.11.2 Practice infection control procedures
5.0.11.3 Read and follow manufacturer's instructions
5.0.11.4 Assist during cavity preparation
5.0.11.5 Prepare setup for rubber dam application and removal
5.0.11.6 Prepare setup for cavity liners
5.0.11.7 Prepare setup for amalgam filling procedure
5.0.11.8 Prepare setup for composite filling procedure
5.0.11.9 Prepare for cavity filling
5.0.11.10 Assist with placement of materials
5.0.11.11 Assist with carving amalgam
5.0.11.12 Provide postoperative instructions
5.0.11.13 Prepare setup for finishing and polishing amalgam restoration
5.0.11.14 Prepare setup for finishing and polishing composite restoration
5.0.11.15 Assist with finishing and polishing restoration
5.0.11.16 Record treatment on patient's chart

UNIT 6: Dental Specialties

COMPETENCY 6.0.1: Set up and assist with pediatric dentistry

COMPETENCY BUILDERS:

6.0.1.1 Interact with patient
6.0.1.2 Prepare pedodontics setup
6.0.1.3 Practice infection control procedures
6.0.1.4 Assist with pedodontic examination
6.0.1.5 Assist with topical fluoride application
6.0.1.6 Assist with stainless steel crowns
6.0.1.7 Assist with space maintainers
6.0.1.8 Prepare pulpectomy setup
6.0.1.9 Assist with pulpectomy procedures
6.0.1.10 Assist with pit and fissure sealant placements
6.0.1.11 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 6.0.2: Set up and assist with orthodontics

COMPETENCY BUILDERS:

6.0.2.1 Interact with patient
6.0.2.2 Prepare orthodontic setup
6.0.2.3 Practice infection control procedures
6.0.2.4 Take preliminary study cast impressions*
6.0.2.5 Set up for first and second separation appointments
6.0.2.6 Set up for banding and bracketing appointment
6.0.2.7 Assist with banding and bracket procedures
6.0.2.8 Assist with removal of orthodontic bands
6.0.2.9 Set up for adjusting orthodontic appliances
6.0.2.10 Assist with adjusting orthodontic appliances
6.0.2.11 Assist with replacing orthodontic arch wire
6.0.2.12 Set up for placement of space maintainer
6.0.2.13 Instruct orthodontic patient
6.0.2.14 Record treatment on patient's chart

COMPETENCY 6.0.3: Set up and assist with endodontics

COMPETENCY BUILDERS:

6.0.3.1 Interact with patient
6.0.3.2 Practice infection control procedures
6.0.3.3 Prepare endodontics setup
6.0.3.4 Assist with rubber dam placement
6.0.3.5 Assist with endodontic examination
6.0.3.6 Assist with opening the pulp cavity, removal of diseased pulp, and root canal enlargement
6.0.3.7 Measure reamers and files
6.0.3.8 Expose radiographs*
6.0.3.9 Process radiographs
6.0.3.10 Assist with sterilizing and drying canal
6.0.3.11 Assist with placement of medicaments
6.0.3.12 Assist with root canal filling
6.0.3.13 Assist with endodontic surgery
6.0.3.14 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 6.0.4: Set up and assist with oral surgery

COMPETENCY BUILDERS:

6.0.4.1 Interact with patient
6.0.4.2 Practice infection control procedures
6.0.4.3 Prepare patient for oral surgery
6.0.4.4 Prepare for oral surgery
6.0.4.5 Assist with anesthesia
6.0.4.6 Assist with oral surgery
6.0.4.7 Prepare setup for implant
6.0.4.8 Assist with implant
6.0.4.9 Prepare setup for dry socket treatment
6.0.4.10 Assist with dry socket treatment
6.0.4.11 Prepare setup for incision and drainage
6.0.4.12 Assist with incision and drainage
6.0.4.13 Prepare setup for surgical irrigation
6.0.4.14 Prepare setup for biopsy
6.0.4.15 Assist with biopsy
6.0.4.16 Prepare biopsy for lab
6.0.4.17 Give postoperative instructions
6.0.4.18 Prepare setup and assist with suture removal
6.0.4.19 Remove sutures*
6.0.4.20 Record treatment on patient's chart

COMPETENCY 6.0.5: Set up and assist with periodontics

COMPETENCY BUILDERS:

6.0.5.1 Interact with patient
6.0.5.2 Practice infection control procedures
6.0.5.3 Prepare periodontics setup
6.0.5.4 Assist with periodontic examination
6.0.5.5 Assist with scaling and subgingival curettage
6.0.5.6 Assist with gingivectomy
6.0.5.7 Set up for periodontal dressing
6.0.5.8 Assist with placement of periodontal dressing
6.0.5.9 Place periodontal dressing*
6.0.5.10 Assist with removal of periodontal dressing
6.0.5.11 Remove periodontal dressing*
6.0.5.12 Instruct patient in home-care procedures
6.0.5.13 Record treatment on patient's chart

COMPETENCY 6.0.6: Set up and assist with removable prosthodontics

COMPETENCY BUILDERS:

6.0.6.1 Interact with patient
6.0.6.2 Practice infection control procedures
6.0.6.3 Prepare patient
6.0.6.4 Prepare prosthodontics tray setup
6.0.6.5 Take preliminary impression*
6.0.6.6 Assist with final impression
6.0.6.7 Assist with removable prosthodontics
6.0.6.8 Assist with bite registration and tooth selection
6.0.6.9 Assist with denture/partial try-in
6.0.6.10 Assist with denture/partial insertion
6.0.6.11 Assist with denture/partial adjustment
6.0.6.12 Assist with partial denture repair
6.0.6.13 Record treatment on patient's chart

COMPETENCY 6.0.7: Set up and assist with fixed prosthodontics

COMPETENCY BUILDERS:

6.0.7.1 Interact with patient
6.0.7.2 Practice infection control procedures
6.0.7.3 Prepare patient
6.0.7.4 Prepare prosthodontics tray setup
6.0.7.5 Assist with administering local anesthetic
6.0.7.6 Take preliminary impression*
6.0.7.7 Remove temporary crowns*
6.0.7.8 Assist with gingival retraction
6.0.7.9 Assist with final impression for crown and bridge
6.0.7.10 Assist with crown and bridge try-in and shade selection
6.0.7.11 Assist with bite registration
6.0.7.12 Assist with fabrication of temporary
6.0.7.13 Prepare setup for crown and bridge cementation
6.0.7.14 Assist with placing temporary restoration
6.0.7.15 Instruct patient in care and maintenance of temporary restorations
6.0.7.16 Assist with crown and bridge cementation
6.0.7.17 Prepare setup for equilibration
6.0.7.18 Assist with equilibration
6.0.7.19 Instruct patient in postoperative care
6.0.7.20 Record treatment on patient's chart

* Advancing
** Futuring

COMPETENCY 6.0.8: Set up and assist with public health dentistry

COMPETENCY BUILDERS:

6.0.8.1 Assist dentist in public health clinics, hospitals, schools and nursing homes
6.0.8.2 Present information on oral health care to school or community groups

UNIT 7: Dental Laboratory Procedures

COMPETENCY 7.0.1: Fabricate gypsum models

COMPETENCY BUILDERS:

7.0.1.1 Select gypsum material
7.0.1.2 Rinse and dry impressions
7.0.1.3 Apply mathematical ratios
7.0.1.4 Pour models
7.0.1.5 Trim models
7.0.1.6 Articulate models

COMPETENCY 7.0.2: Construct occlusion rims

COMPETENCY BUILDERS:

7.0.2.1 Adapt baseplate
7.0.2.2 Apply wax
7.0.2.3 Trim and smooth wax

COMPETENCY 7.0.3: Construct custom tray

COMPETENCY BUILDERS:

7.0.3.1 Assemble materials and equipment
7.0.3.2 Adapt spacer
7.0.3.3 Adapt acrylic
7.0.3.4 Trim finished tray

COMPETENCY 7.0.4: Assist with fabrication of temporary crowns

COMPETENCY BUILDERS:

7.0.4.1 Construct and trim temporary crowns
7.0.4.2 Adapt and prepare preformed crowns

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COMPETENCY 7.0.5: Prepare laboratory case for shipping

COMPETENCY BUILDERS:

7.0.5.1 Complete laboratory authorization
7.0.5.2 Write legibly
7.0.5.3 Package case for shipment
7.0.5.4 Apply postage
7.0.5.5 Ship case

UNIT 8: Dental Office Procedures

COMPETENCY 8.0.1: Manage dental office

COMPETENCY BUILDERS:

8.0.1.1 Open office
8.0.1.2 Maintain disinfected work area in compliance with OSHA
8.0.1.3 Prepare power and water supply
8.0.1.4 Monitor office neatness
8.0.1.5 Close office

COMPETENCY 8.0.2: Manage reception area

COMPETENCY BUILDERS:

8.0.2.1 Prepare reception area
8.0.2.2 Greet visitors and patients
8.0.2.3 Manage children accompanying patient
8.0.2.4 Screen non-patient visitors
8.0.2.5 Explain delays to patients
8.0.2.6 Close reception area

COMPETENCY 8.0.3: Maintain patient records

COMPETENCY BUILDERS:

8.0.3.1 Interact with patient
8.0.3.2 Complete registration for new patient
8.0.3.3 Maintain health history records
8.0.3.4 Retrieve records
8.0.3.5 Keyboard medical and dental records
8.0.3.6 File and store patient records

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COMPETENCY 8.0.4: Perform financial functions

COMPETENCY BUILDERS:

8.0.4.1 Apply mathematical concepts
8.0.4.2 Operate calculator
8.0.4.3 Apply basic bookkeeping fundamentals
8.0.4.4 Interact with patient
8.0.4.5 Interpret and explain doctor's fees
8.0.4.6 Arrange financial agreements
8.0.4.7 Complete ledger
8.0.4.8 Prepare account summaries
8.0.4.9 Collect fees
8.0.4.10 Issue receipts and quick-claim form
8.0.4.11 Maintain petty cash account
8.0.4.12 Prepare bank deposits
8.0.4.13 Verify invoices
8.0.4.14 Collect delinquent bills
8.0.4.15 Collect and post payments
8.0.4.16 Maintain accounts receivable
8.0.4.17 Maintain accounts payable
8.0.4.18 Process credit card transactions
8.0.4.19 Prepare checks for doctor's signature
8.0.4.20 Prepare payroll
8.0.4.21 Reconcile bank statements
8.0.4.22 Reconcile cash and receipts
8.0.4.23 Complete Worker's Compensation forms
8.0.4.24 Complete Medicare/Medicard forms
8.0.4.25 Prepare schedule of accounts receivable
8.0.4.26 Prepare schedule of accounts payable

COMPETENCY 8.0.5: Manage correspondence

COMPETENCY BUILDERS:

8.0.5.1 Sort mail
8.0.5.2 Open mail
8.0.5.3 Route mail
8.0.5.4 Compose correspondence regarding collection and consultation
8.0.5.5 Prepare written communications
8.0.5.6 Keyboard correspondence
8.0.5.7 Transcribe letters from dictaphone or tape recorder
8.0.5.8 Prepare statements
8.0.5.9 Prepare envelopes
8.0.5.10 Apply postage
8.0.5.11 Mail correspondence
8.0.5.12 File copies of correspondence

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COMPETENCY 8.0.6: Demonstrate telephone techniques

COMPETENCY BUILDERS:

8.0.6.1 Receive calls
8.0.6.2 Apply oral communication skills
8.0.6.3 Place calls
8.0.6.4 Transfer calls
8.0.6.5 Terminate calls
8.0.6.6 Record messages/chart messages
8.0.6.7 Write legibly

COMPETENCY 8.0.7: Maintain appointment book

COMPETENCY BUILDERS:

8.0.7.1 Prepare appointment book
8.0.7.2 Write legibly
8.0.7.3 Record appointments
8.0.7.4 Prepare appointment cards
8.0.7.5 Maintain recall system
8.0.7.6 Confirm appointments
8.0.7.7 Make referral appointments for patients

COMPETENCY 8.0.8: Process third-party/insurance claims

COMPETENCY BUILDERS:

8.0.8.1 Prepare and submit insurance claim forms
8.0.8.2 Process quick-claim forms
8.0.8.3 Use procedure codes
8.0.8.4 Set up system to track claims
8.0.8.5 Log and track claims

COMPETENCY 8.0.9: Maintain inventory and supplies

COMPETENCY BUILDERS:

8.0.9.1 Apply basic mathematical skills
8.0.9.2 Use inventory control system in compliance with OSHA and EPA
8.0.9.3 Prepare purchase requisitions to order supplies
8.0.9.4 Monitor expendables
8.0.9.5 Monitor nonexpendables
8.0.9.6 Monitor capital equipment inventory
8.0.9.7 Schedule routine maintenance and equipment repair

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COMPETENCY 8.0.10: Operate computer

COMPETENCY BUILDERS:

8.0.10.1 Use manufacturer's manuals, software documentation, and other reference materials
8.0.10.2 Power up computer
8.0.10.3 Load software
8.0.10.4 Enter patient information
8.0.10.5 Save patient information
8.0.10.6 File and sort patient records
8.0.10.7 Print patient records
8.0.10.8 Generate backup files
8.0.10.9 Power down computer

COMPETENCY 8.0.11: Operate and maintain other office equipment

COMPETENCY BUILDERS:

8.0.11.1 Use manufacturer's manuals, service contracts, and other reference materials
8.0.11.2 Identify malfunctions
8.0.11.3 Correct or report malfunctions
8.0.11.4 Maintain inventory and repair records
8.0.11.5 Operate typewriter
8.0.11.6 Operate calculator
8.0.11.7 Operate dictaphone
8.0.11.8 Operate copier
8.0.11.9 Operate postage meter

UNIT 9: Radiographic Procedures

COMPETENCY 9.0.1: Practice radiation safety procedures in accordance with OSHA and EPA

COMPETENCY BUILDERS:

9.0.1.1 Follow radiation safety precautions for patients
9.0.1.2 Follow radiation safety precautions for operators
9.0.1.3 Comply with equipment safety laws
9.0.1.4 Comply with Ohio State Dental Practice Act

COMPETENCY 9.0.2: Maintain unexposed film

COMPETENCY BUILDERS:

9.0.2.1 Check expiration date
9.0.2.2 Store film

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COMPETENCY 9.0.3: Expose films

COMPETENCY BUILDERS:

9.0.3.1 Follow manufacturer's instructions for film and equipment placement
9.0.3.2 Adjust voltage, amperage, and timer on x-ray equipment
9.0.3.3 Apply infection control procedures
9.0.3.4 Perform "bisecting-the-angle" technique*
9.0.3.5 Follow radiation safety precautions for patient and operator in compliance with OSHA and ODPA
9.0.3.6 Follow exposure guidelines
9.0.3.7 Position patient
9.0.3.8 Select film size and speed
9.0.3.9 Position film*
9.0.3.10 Perform paralleling technique*

COMPETENCY 9.0.4: Process radiographs manually

COMPETENCY BUILDERS:

9.0.4.1 Follow manufacturer's instructions for equipment
9.0.4.2 Mix solutions for developing and fixing radiographs (OSHA, EPA)
9.0.4.3 Follow darkroom procedures
9.0.4.4 Handle film properly
9.0.4.5 Load film in developing tank
9.0.4.6 Read thermometer
9.0.4.7 Interpret time and temperature chart
9.0.4.8 Follow safety precautions to prevent eye injury and minor burns in compliance with OSHA and EPA
9.0.4.9 Clean and disinfect equipment
9.0.4.10 Dispose of mixed solutions in accordance with EPA regulations

COMPETENCY 9.0.5: Process radiographs automatically

COMPETENCY BUILDERS:

9.0.5.1 Follow manufacturer's instructions for x-ray equipment and solutions in compliance with OSHA and EPA
9.0.5.2 Follow darkroom procedures
9.0.5.3 Handle film properly
9.0.5.4 Operate automatic processor

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COMPETENCY 9.0.6: Mount radiographs

COMPETENCY BUILDERS:

9.0.6.1 Handle film properly
9.0.6.2 Place radiographs in mount
9.0.6.3 Label mount
9.0.6.4 Store mounted radiographs

UNIT 10: Communications

COMPETENCY 10.0.1: Apply basic communication skills

COMPETENCY BUILDERS:

10.0.1.1 Read, interpret, and follow written instructions
10.0.1.2 Interpret and follow oral instructions
10.0.1.3 Clarify instructions
10.0.1.4 Apply basic grammar rules
10.0.1.5 Apply dental terminology
10.0.1.6 Construct effective sentences
10.0.1.7 Check spelling and correct usage of words
10.0.1.8 Use correct punctuation, capitalization, abbreviations, and numbers
10.0.1.9 Proofread, edit, and correct documents
10.0.1.10 Refine verbal and non-verbal communication skills
10.0.1.11 Write and speak concisely
10.0.1.12 Use effective listening skills
10.0.1.13 Participate in group discussions
10.0.1.14 Write legibly

COMPETENCY 10.0.2: Compose documents

COMPETENCY BUILDERS:

10.0.2.1 Evaluate audience
10.0.2.2 Collect data
10.0.2.3 Organize data
10.0.2.4 Draft documents
10.0.2.5 Apply basic grammar rules
10.0.2.6 Apply dental terminology
10.0.2.7 Construct effective sentences
10.0.2.8 Spell and define words
10.0.2.9 Use correct punctuation, capitalization, abbreviations, and numbers
10.0.2.10 Prepare final documents

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COMPETENCY 10.0.3: Apply oral communication skills

COMPETENCY BUILDERS:

10.0.3.1 Evaluate audience
10.0.3.2 Organize thoughts
10.0.3.3 Use correct grammar and dental terminology
10.0.3.4 Speak clearly
10.0.3.5 Give orders, directions, and instructions
10.0.3.6 Treat patient with respect
10.0.3.7 Instill patient confidence

COMPETENCY 10.0.4: Use job-related reference materials written by OSHA, EPA and ODPA

COMPETENCY BUILDERS:

10.0.4.1 Identify needed reference materials
10.0.4.2 Post required materials
10.0.4.3 Assemble reference materials
10.0.4.4 Locate and apply information from reference materials

UNIT 11: Mathematics

COMPETENCY 11.0.1: Apply basic mathematical skills

COMPETENCY BUILDERS:

11.0.1.1 Solve addition, subtraction, multiplication, and division problems manually
11.0.1.2 Solve addition, subtraction, multiplication, and division problems using a calculator
11.0.1.3 Apply number relations
11.0.1.4 Number sequentially
11.0.1.5 Apply measurements
11.0.1.6 Read temperature
11.0.1.7 Use proportions
11.0.1.8 Apply fractions
11.0.1.9 Apply decimals
11.0.1.10 Apply ratios
11.0.1.11 Monitor time
11.0.1.12 Perform data analysis and probability
11.0.1.13 Compute business and financial data

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COMPETENCY 11.0.2: Apply basic algebraic formulas

COMPETENCY BUILDERS:

11.0.2.1 Solve simple number sentences and use formulas (e.g., proportions and ratios)
11.0.2.2 Set up and solve linear equations

COMPETENCY 11.0.3: Apply basic geometry

COMPETENCY BUILDERS:

11.0.3.1 Use angles
11.0.3.2 Use parallel and perpendicular lines

UNIT 12: Professionalism

COMPETENCY 12.0.1: Practice good work ethics

COMPETENCY BUILDERS:

12.0.1.1 Interpret ethical areas covered by the American Dental Assistants' Association (ADAA) Principles of Ethics
12.0.1.2 Follow ethical and legal standards and guidelines of ADAA and ODPA
12.0.1.3 Maintain positive attitude
12.0.1.4 Be punctual
12.0.1.5 Be dependable
12.0.1.6 Employ characteristics and responsibilities of teamwork
12.0.1.7 Participate in the democratic process
12.0.1.8 Use time-management techniques
12.0.1.9 Be flexible
12.0.1.10 Show initiative
12.0.1.11 Apply organizational techniques
12.0.1.12 Be self-confident
12.0.1.13 Recognize constructive criticism in evaluation and implement change
12.0.1.14 Take pride in work
12.0.1.15 Be honest
12.0.1.16 Be empathetic toward others
12.0.1.17 Resolve conflict appropriately
12.0.1.18 Manage stress positively
12.0.1.19 Deal with office politics
12.0.1.20 Maintain confidentiality in handling discretionary issues
12.0.1.21 Perform decision-making, problem-solving, and prioritizing activities
12.0.1.22 Be loyal
12.0.1.23 Avoid personal activities during work hours

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COMPETENCY 12.0.2: Project professional image

COMPETENCY BUILDERS:

12.0.2.1 Exhibit professional appearance
12.0.2.2 Exhibit professional manners
12.0.2.3 Project professional attitude
12.0.2.4 Use appropriate conversation with patients

COMPETENCY 12.0.3: Achieve employer's goals

COMPETENCY BUILDERS:

12.0.3.1 Determine your responsibility in relation to employer's goals
12.0.3.2 Set your performance standards for each goal
12.0.3.3 Discuss goals with employer
12.0.3.4 Accomplish tasks
12.0.3.5 Monitor progress with feedback

COMPETENCY 12.0.4: Explore professional development

COMPETENCY BUILDERS:

12.0.4.1 Examine career opportunities
12.0.4.2 Develop mentor relationship
12.0.4.3 Develop career plan through goals
12.0.4.4 Manage professional growth
12.0.4.5 Participate in education and/or training meetings, workshops, conferences, and professional organizations
12.0.4.6 Participate in formal education and/or training opportunities
12.0.4.7 Acquire state and national credentials

COMPETENCY 12.0.5: Orient staff/personnel

COMPETENCY BUILDERS:

12.0.5.1 Obtain resources, materials, and equipment for staff/personnel
12.0.5.2 Assess needs
12.0.5.3 Present information to staff
12.0.5.4 Train staff/personnel

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UNIT 13: Employability Skills

SUBUNIT 13.1: Career Development

COMPETENCY 13.1.1: Investigate career options

COMPETENCY BUILDERS:

13.1.1.1 Determine interests and aptitudes
13.1.1.2 Identify career options
13.1.1.3 Research occupations matching interests and aptitudes
13.1.1.4 Select career(s) that best match(es) interests and aptitudes
13.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
13.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
13.1.1.7 Develop a career plan

COMPETENCY 13.1.2: Analyze potential barriers to employment

COMPETENCY BUILDERS:

13.1.2.1 Identify common barriers to employment
13.1.2.2 Develop strategies to overcome employment barriers

UNIT 13: Employability Skills

SUBUNIT 13.2: Decision Making and Problem Solving

COMPETENCY 13.2.1: Apply decision-making techniques in the workplace

COMPETENCY BUILDERS:

13.2.1.1 Identify the decision to be made
13.2.1.2 Compare alternatives
13.2.1.3 Determine consequences of each alternative
13.2.1.4 Make decisions based on values and goals
13.2.1.5 Evaluate the decision made

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COMPETENCY 13.2.2: Apply problem-solving techniques in the workplace

COMPETENCY BUILDERS:

13.2.2.1 Diagnose the problem and its causes
13.2.2.2 Identify alternatives and their consequences in relation to the problem
13.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
13.2.2.4 Utilize resources to explore possible solutions to the problem
13.2.2.5 Compare and contrast the advantages and disadvantages of each solution
13.2.2.6 Determine appropriate action
13.2.2.7 Evaluate results

UNIT 13: Employability Skills

SUBUNIT 13.3: Work Ethic

COMPETENCY 13.3.1: Evaluate the relationship of self-esteem to work ethic

COMPETENCY BUILDERS:

13.3.1.1 Identify special characteristics and abilities in self and others
13.3.1.2 Identify internal and external factors that affect self-esteem

COMPETENCY 13.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

COMPETENCY BUILDERS:

13.3.2.1 Distinguish between values and goals
13.3.2.2 Determine the importance of values and goals
13.3.2.3 Evaluate how values affect goals
13.3.2.4 Identify short-term and long-term goals
13.3.2.5 Prioritize personal goals
13.3.2.6 Describe how personal values are reflected in work ethic
13.3.2.7 Describe how interactions in the workplace affect personal work ethic
13.3.2.8 Examine how life changes affect personal work ethic

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COMPETENCY 13.3.3: Demonstrate work ethic

COMPETENCY BUILDERS:

13.3.3.1 Examine factors that influence work ethic
13.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

UNIT 13: Employability Skills

SUBUNIT 13.4: Job-Seeking Skills

COMPETENCY 13.4.1: Prepare for employment

COMPETENCY BUILDERS:

13.4.1.1 Identify traditional and nontraditional employment sources
13.4.1.2 Utilize employment sources
13.4.1.3 Research job opportunities, including nontraditional careers
13.4.1.4 Interpret equal employment opportunity laws
13.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
13.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

COMPETENCY 13.4.2: Design a résumé

COMPETENCY BUILDERS:

13.4.2.1 Identify personal strengths and weaknesses
13.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
13.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
13.4.2.4 Complete résumé using various formats
13.4.2.5 Secure references

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COMPETENCY 13.4.3: Complete and process job application forms

COMPETENCY BUILDERS:

13.4.3.1 Explain the importance of an application form
13.4.3.2 Identify ways to obtain job application forms
13.4.3.3 Describe methods for handling illegal questions on job application forms
13.4.3.4 Demonstrate legible written communications skills using correct grammar, spelling, and concise wording
13.4.3.5 Return application to proper person, request interview, and follow up

COMPETENCY 13.4.4: Demonstrate interviewing skills

COMPETENCY BUILDERS

13.4.4.1 Investigate interview environment and procedures
13.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
13.4.4.3 Demonstrate question and answer techniques
13.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

COMPETENCY 13.4.5: Secure employment

COMPETENCY BUILDERS:

13.4.5.1 Identify present and future employment opportunities within an occupation/organization
13.4.5.2 Research the organization/company
13.4.5.3 Use follow-up techniques to enhance employment potential
13.4.5.4 Compare and evaluate job offers

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UNIT 13: Employability Skills

SUBUNIT 13.5: Job Retention Skills

COMPETENCY 13.5.1: Analyze the organizational structure of the workplace

COMPETENCY BUILDERS:

13.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
13.5.1.2 Be aware of and obey all company policies and procedures
13.5.1.3 Examine the role/relationship between employee and employer
13.5.1.4 Recognize opportunities for advancement and reasons for termination

COMPETENCY 13.5.2: Maintain positive relations with others

COMPETENCY BUILDERS:

13.5.2.1 Exhibit appropriate work habits and attitude
13.5.2.2 Identify behaviors to establish successful working relationships
13.5.2.3 Cooperate and compromise through teamwork and group participation
13.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

UNIT 13: Employability Skills

SUBUNIT 13.6: Job Advancement

COMPETENCY 13.6.1: Analyze opportunities for personal and career growth

COMPETENCY BUILDERS:

13.6.1.1 Determine opportunities within an occupation/organization
13.6.1.2 Compare and contrast other opportunities
13.6.1.3 List benefits of job advancement
13.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

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COMPETENCY 13.6.2: Exhibit characteristics needed for advancement

COMPETENCY BUILDERS:

13.6.2.1 Display a positive attitude
13.6.2.2 Demonstrate knowledge of a position
13.6.2.3 Perform quality work
13.6.2.4 Adapt to changing situations and technology
13.6.2.5 Demonstrate capability for different positions
13.6.2.6 Participate in continuing education/training programs
13.6.2.7 Respect, accept, and work with ALL individuals in the workplace

UNIT 13: Employability Skills

SUBUNIT 13.7: Technology in the Workplace

COMPETENCY 13.7.1: Assess the impact of technology in the workplace

COMPETENCY BUILDERS:

13.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
13.7.1.2 Investigate the use of technology in the workplace
13.7.1.3 Analyze how present skills can be applied to learning new technologies

COMPETENCY 13.7.2: Use a variety of technological applications

COMPETENCY BUILDERS:

13.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
13.7.2.2 Use technology to accomplish assigned tasks
13.7.2.3 Create solutions to problems using technical means

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UNIT 13: Employability Skills

SUBUNIT 13.8: Lifelong Learning

COMPETENCY 13.8.1: Apply lifelong learning to individual situations

COMPETENCY BUILDERS:

13.8.1.1 Define lifelong learning
13.8.1.2 Identify factors that cause the need for lifelong learning

COMPETENCY 13.8.2: Adapt to change

COMPETENCY BUILDERS:

13.8.2.1 Analyze the effects of change
13.8.2.2 Identify reasons why goals change
13.8.2.3 Describe the importance of flexibility when reevaluating goals
13.8.2.4 Evaluate the need for continuing education/training

UNIT 13: Employability Skills

SUBUNIT 13.9: Economic Education

COMPETENCY 13.9.1: Analyze global enterprise systems

COMPETENCY BUILDERS:

13.9.1.1 Identify characteristics of various enterprise systems
13.9.1.2 Examine the relationship between competition, risk, and profit
13.9.1.3 Illustrate how supply and demand influence price

COMPETENCY 13.9.2: Evaluate personal money management

COMPETENCY BUILDERS:

13.9.2.1 Describe the need for personal management records
13.9.2.2 Identify methods of taxation
13.9.2.3 Analyze how credit affects financial security
13.9.2.4 Compare types and methods of investments
13.9.2.5 Prepare a personal budget
13.9.2.6 Be an informed and responsible consumer
13.9.2.7 Analyze the effects of advertising on the consumer

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UNIT 13: Employability Skills

SUBUNIT 13.10: Balancing Work and Family

COMPETENCY 13.10.1: Analyze the effects of family on work

COMPETENCY BUILDERS:

13.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
13.10.1.2 Identify present and future family structures and responsibilities
13.10.1.3 Describe personal and family roles
13.10.1.4 Analyze concerns of working parent(s)
13.10.1.5 Examine how family responsibilities can conflict with work
13.10.1.6 Resolve family-related conflicts
13.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

COMPETENCY 13.10.2: Analyze the effects of work on family

COMPETENCY BUILDERS:

13.10.2.1 Identify responsibilities associated with paid and nonpaid work
13.10.2.2 Compare the advantages and disadvantages of multiple incomes
13.10.2.3 Examine how work can conflict with family responsibilities
13.10.2.4 Describe how work-related stress can affect families
13.10.2.5 Identify family support systems and resources

UNIT 13: Employability Skills

SUBUNIT 13.11: Citizenship in the Workplace

COMPETENCY 13.11.1: Exercise the rights and responsibilities of citizenship in the workplace

COMPETENCY BUILDERS:

13.11.1.1 Identify the basic rights and responsibilities of citizenship
13.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

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COMPETENCY 13.11.2: Cooperate with others in the workplace

COMPETENCY BUILDERS:

13.11.2.1 Identify situations in which compromise is necessary
13.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
13.11.2.3 Demonstrate initiative to facilitate cooperation
13.11.2.4 Give and receive constructive criticism to enhance cooperation

UNIT 13: Employability Skills

SUBUNIT 13.12: Leadership

COMPETENCY 13.12.1: Evaluate leadership styles appropriate for the workplace

COMPETENCY BUILDERS:

13.12.1.1 Identify characteristics of effective leaders
13.12.1.2 Compare leadership styles
13.12.1.3 Demonstrate effective delegation skills
13.12.1.4 Identify opportunities to lead in the workplace

COMPETENCY 13.12.2: Demonstrate effective teamwork skills

COMPETENCY BUILDERS:

13.12.2.1 Identify the responsibilities of a valuable group member
13.12.2.2 Exhibit open-mindedness
13.12.2.3 Identify methods of involving each member of a team
13.12.2.4 Contribute to the efficiency and success of a group
13.12.2.5 Determine ways to motivate others

COMPETENCY 13.12.3: Utilize effective communication skills

COMPETENCY BUILDERS:

13.12.3.1 Demonstrate the importance of listening
13.12.3.2 Demonstrate assertive communication
13.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
13.12.3.4 Analyze written material
13.12.3.5 Prepare written material
13.12.3.6 Give and receive feedback
13.12.3.7 Articulate thoughts
13.12.3.8 Use appropriate language

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UNIT 13: Employability Skills

SUBUNIT 13.13: Entrepreneurship

COMPETENCY 13.13.1: Evaluate the role of small business in the economy

COMPETENCY BUILDERS:

13.13.1.1 Identify the benefits of small business to a community
13.13.1.2 Analyze opportunities for small business in a community

COMPETENCY 13.13.2: Examine considerations of starting a business

COMPETENCY BUILDERS:

13.13.2.1 Research a business idea
13.13.2.2 Compare various ways to become a small business owner
13.13.2.3 Investigate factors to consider in financing a new business
13.13.2.4 Evaluate entrepreneurship as a career option

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